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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/543,049	04/05/2000	Brenda Pomerance	BRENDA 5	7218
24259 7.	590 06/20/2003			
BRENDA POMERANCE LAW OFFICE OF BRENDA POMERANCE 260 WEST 52 STREET SUITE 27B			EXAMINER	
			HAYES, JOHN W	
NEW YORK,	NEW YORK, NY 10019			PAPER NUMBER
			3621	
			DATE MAILED: 06/20/2003	

Please find below and/or attached an Office communication concerning this application or proceeding.

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Application/Control Number: 09/543,049

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MISCELLANEOUS OFFICE LETTER

1. This correspondence has been generated in order to provide a copy of a previously cited reference to the applicant. The reference to Joel B. Eisen, "Are We Ready for Mediation in Cyberspace?" cited in the previous office action was not mailed to the applicant and is, therefore, being provided along with this

communication.

2. It is noted that this error was brought to the attention of the office after the expiration of the period for

reply and, thus, the period for reply will not be restarted and any appropriate extension fee will be

required to render a reply timely. Therefore, the time period for reply remains as set forth in the previous

office action

3. Any inquiry concerning this communication or earlier communications from the examiner should

be directed to John Hayes whose telephone number is (703)306-5447. The examiner can normally be

reached Monday through Friday from 5:30 to 3:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jim

Trammell, can be reached on (703) 305-9768.

Any inquiry of a general nature or relating to the status of this application or proceeding should be

directed to the receptionist whose telephone number is (703) 308-1113.

Any response to this action should be mailed to:

Commissioner of Patents and Trademarks Washington D.C. 20231

or faxed to:

(703)305-7687 [Official communications; including

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"PROPOSED" or "DRAFT"]

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Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal Drive, Arlington, VA, 7^{th floor receptionist.}

John W. Hayes Primary Examiner Art Unit 3621

June 17, 2003

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